

SearchUnify's Unified Cognitive Platform for Salesforce

SearchUnify's unified cognitive platform & suite of next-gen support applications augment agent productivity within the Service Console, power personalization & self-service success within the Community Cloud & boost knowledge sharing within the Salesforce Platform.



service cloud

SearchUnify for Salesforce Service Cloud

Empower your support agents with the content & applications they need to resolve customer queries faster.



community cloud

SearchUnify for Salesforce Community Cloud

Drive self-service success & increase case deflection by providing the most relevant & personalized information to your users.



platform

SearchUnify for Salesforce Platform

Boost employee productivity by improving knowledge discovery & findability & fill content gaps with real-time insights


What Our Customers Say




“For us, technology is just one piece of the puzzle while the vendor & its attitude makes up for the rest.”

Giri Iyer
Senior Vice President, Global Customer Support & Success, Rubrik Inc.


Key Features

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Experience Faster Time-To-Value with Native Connectors

Leverage the power of native parsers designed specifically for Salesforce properties that handle all the objects and metadata specific to the platform with ease.
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Reduce Resolution Time with Unified Discovery

SearchUnify unified you to instantly index multiple content sources like Khoros, Jira, MadCap Flare, etc. to enable your agents & self-service users to search them all without leaving their Salesforce console.
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Improve Time to Resolution with AI-Powered Relevance

SearchUnify leverages NLU algorithms to understand the context of the query and automatically ranks case resolving content for agents & self-service users at the top. You can also boost search results manually based on keywords, popularity, etc.
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Augment Agent Productivity With Native Applications

SearchUnify's Agent Helper offers a unified view of top articles, agents & cases to drive FCR. The KCS Enabler automates the knowledge management efforts & Escalation Predictor facilitates intelligent case assignment and prioritization.
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Drive Self-Service Success with Smarter Recommendations

Drive self-service success for Lightning community users with personalized recommendations and fuel community engagement with sentiment adaptive, auto-responses fueled by Community Helper
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Leverage Rich Analytics for Proactive Decision Making

Rich insights into customer journey enables support teams to personalize customer interactions. Insights into key KPI's like case deflection, customer sentiment, content gaps etc. help drive self-service.

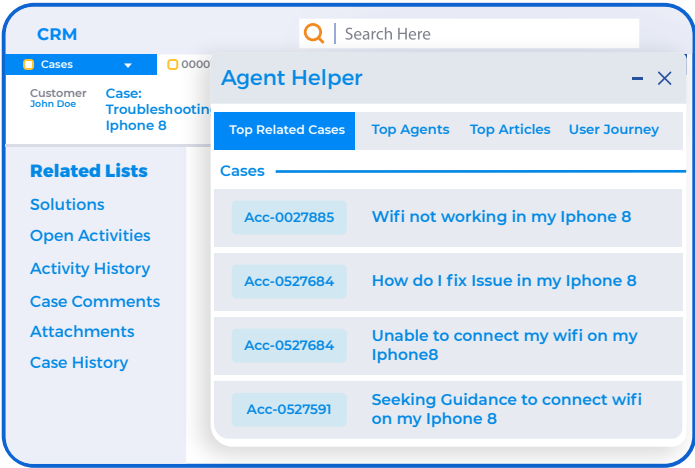
Find SearchUnify on Salesforce AppExchange

Get Started

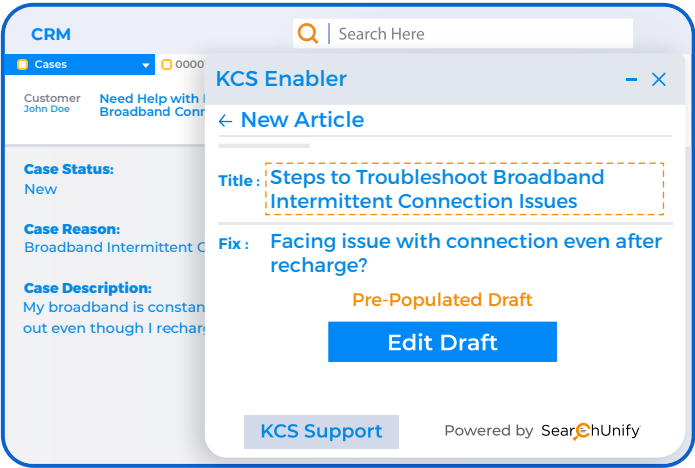


A Closer Look at SearchUnify's Native Salesforce Applications

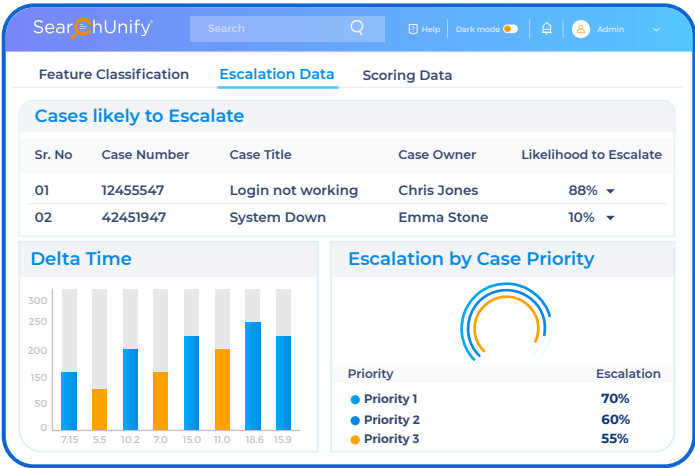
Augment Agent Productivity with Agent Helper



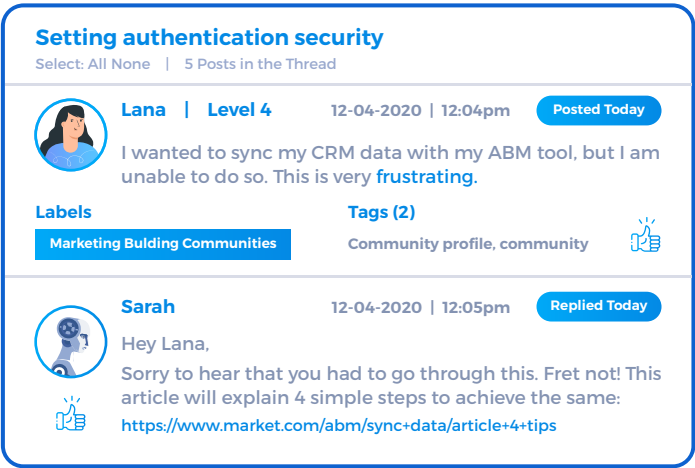
Accelerate Support KB Creation with KCS Enabler



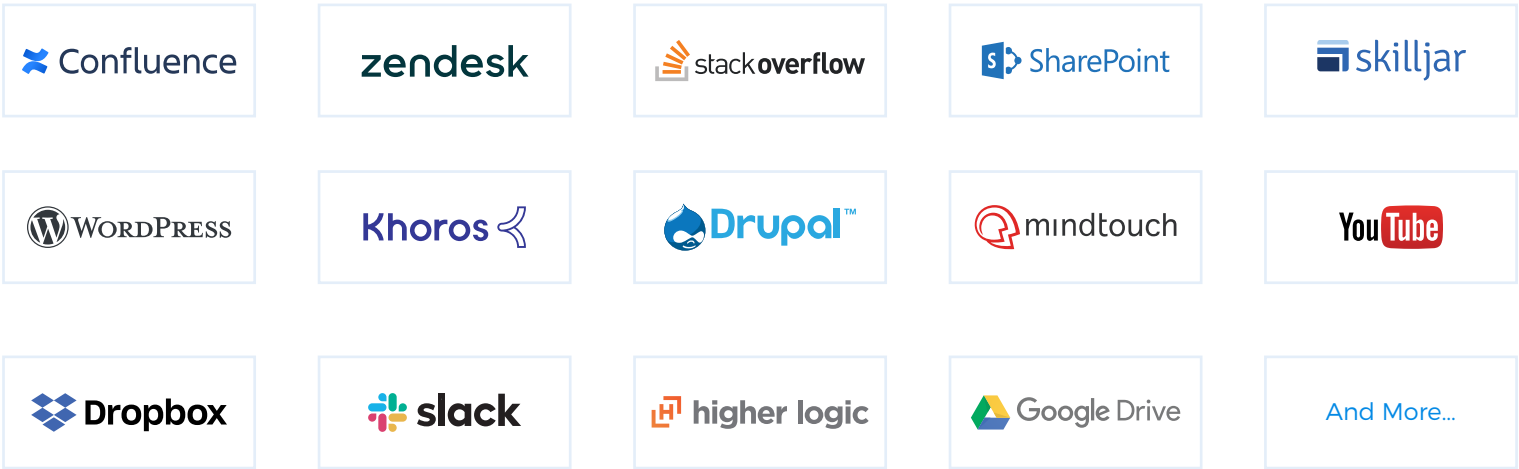
Intelligent Case Prioritization with Escalation Predictor



Elevate Community Engagement with Community Helper



Other Supported Platforms



About Us

SearchUnify is a unified cognitive platform built on a core of cognitive technology, machine learning & an insights engine. It powers an intelligent search engine & AI-based applications that help elevate customer support & self-service. Its AI powers relevant and personalized search results for customers, prospects, and multiple teams across verticals.